MioCare Group

Information Pack

Housekeeper

(Medlock Court)



Introduction

An introduction to the MioCare Group

Hello, and thank you for downloading this Information Pack.

Through our various services, MioCare provides care and support to people whilst promoting independence, choice and wellbeing. Created as a provider by Oldham Council in 2013, our ambition is to set a high standard for quality of care.

We can only deliver outstanding care and support with the right team in place. We seek to create a working environment where people feel supported, can thrive and deliver care and support that they are genuinely proud of. That's our aim, and if you think it's a good one then we'd love for you to apply for a role at MioCare.

Our new **#FutureFocus** strategy sets out the Group's objectives, with a primary focus on delivering high-quality outcomes and making effective use of our resources. As a Community Interest Company, any value and surpluses created are reinvested to improve services, develop and support staff and enrich the communities served.

Our mission of ***'supporting people to get the most out of life'*** remains the same, and having spent time engaging with people we support, our workforce and partners we are delighted to present some refreshed values and strategic pillars…

Our values: Inclusive → Dedicated → Collaborative → Aspirational

Our pillars:

1. Outstanding care
2. Workforce as a strategic asset
3. Service model evolution
4. Growth-driven financial sustainability
5. Digital and data-enabled care

You can read more about the pillars on the next page.

With over 600 employees across the Group, we pride ourselves on being an ethical and caring organisation, ensuring people are supported and rewarded appropriately. We are an accredited **Employer of Choice** and an **Oldham Living Wage** employer. We also hold a **Bronze Award from the Defence Employer Recognition Scheme**.

Thanks again for taking the time to read this and we are looking forward to receiving an application from you!



Adrian McCourt
Interim Managing Director – MioCare Group

#FutureFocus

Our 5 strategic pillars

1 Outstanding care

To move beyond great, person-centred care as our baseline to become a sector-leading organisation shaped by the people we support, our workforce, and our partners.

2 Workforce as a strategic asset

To ensure MioCare has a confident, capable and engaged workforce that can deliver outstanding care, adapt to change and support growth.

3 Service model evolution

To ensure MioCare's service models continuously adapt to current and future needs, remain outcomes-focused and deliver best-in-class practice.

4 Growth-driven financial sustainability

To generate sufficient, sustainable surplus to enable investment, resilience, autonomy and improved outcomes for the people we support.

5 Digital and data-enabled care

To use digital systems, data and insight to support better decisions, improve productivity and enable more personalised, effective care.



Our Commitment to Equality, Diversity and Inclusion

As a local authority-owned Community Interest Company (CIC) we both support and adhere to Oldham Council's 'Building a Fairer Oldham' Equality, Diversity and Inclusion Strategy.

Our vision is to create a place where people understand, respect and celebrate each other's difference. We are committed to creating a place that values and celebrates our differences while promoting equal opportunities for all.

At MioCare, we are passionate about equality, diversity and inclusion. We want to do more and have a deep sense of pride in challenging inequality in all its forms.

We have our own policies and procedures too, alongside an Equality, Diversity and Inclusion Together (EDIT) steering group and regular opportunity for reflection, feedback and celebration across the Group through in-person events, regular appraisals and supervision, workforce surveys and online communications.



The Service

Residential Reablement

Medlock Court

Are you motivated, committed and ambitious?

Being part of the MioCare Group's **Residential Reablement Service** is rewarding and positively life-changing for everyone involved. If you are a values-driven person and are looking for a new challenge with a progressive organisation, then we would love to hear from you.

What is the Residential Reablement Service?

- Up to six weeks of assessment and rehabilitation, in a 24-hour residential service based at Medlock Court in Lees, Oldham.
- Care and support is provided by a multi-disciplinary team who work with people to improve their health, wellbeing and mobility.
- Dedicated rooms, spaces and units for people with physical health and social care needs.
- Support too for carers who may be continuing to provide some care at home.

Our service is regulated by the Care Quality Commission and was last rated as 'Good' in all areas.

Read the CQC's full report via their website:

https://www.cqc.org.uk/location/1-821576968

We are looking for caring, creative, energetic people to join our team. People with integrity and a drive to learn and further their own capabilities, contributing in turn to an outstanding service delivered alongside their colleagues.

If you have any questions during the application process, please don't hesitate to be in touch with Catherine Walsh (Registered Manager) – for an informal chat.



You can contact Catherine via email or telephone:

Email: Catherine.Walsh@oldham.gov.uk | Phone: 0161 770 5081

Please continue for full Role Profile, Person Specification and Terms and Conditions

Role Profile

Role Purpose

To undertake a range of duties concerned with ensuring premises are kept clean, hygienic and free from offensive odours and to comply with systems in place to control the spread of infection.

To create a safe, warm and comfortable environment that meets the needs of people we support.

Key Relationships

- Line Manager: Registered Manager / Assessment and Reviewing Officer
- Direct Reports: N/A

Main Accountabilities and Responsibilities

- Cleaning of designated areas to ensure hygienic conditions in accordance with risk assessments and Control of Substances Hazardous to Health (COSHH) regulations.
- To assist with kitchen and dining room duties e.g. laying and cleaning tables, serving food to people we support, basic food preparation.
- Stock control of cleaning products and operational products e.g. personal protective equipment (PPE).
- Complete all necessary paperwork e.g. cleaning schedules.
- To ensure duties are carried out in line with the MioCare Group's statutory requirements and policies and procedures.
- To work sensitively with people we support and carers from a diverse range of cultures and backgrounds and to respect and be aware of their differing needs, in accordance with the MioCare Group's Equality, Diversity and Inclusion Policy.
- Develop your knowledge and practice and undertake relevant training.
- Participate in supervisions, appraisals and team meetings.
- To undertake any additional duties commensurate with the grade of the post.
- To actively promote the equalities and diversity agenda in the workplace and in-service delivery.
- To be familiar with customer care and health and safety policies of the MioCare Group.
- To participate in self-improvement in performance through workplace development.

(Continue to next page for Person Specification)

Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method
Education and Qualifications	-	-	-
Experience	-	Previous experience (paid or unpaid) of carrying out cleaning regimes.	CV / Interview
Skills and Abilities	Ability to communicate effectively both verbally and in writing. Sufficient numeracy skill to complete stock control checks. Ability to be flexible and priorities schedules as need of service demands. Ability to comply with all health and hygienic practices to control spread of infection. Ability to understand and comply with all cleaning product data sheets and safeguard others from misuse. Ability to operate domestic equipment in a safe manner by following recommended instructions for use. Ability to work safely, in line with health and safety legislation / procedures. Ability to work well on your own or as part of a team. Must demonstrate an understanding of importance of confidentiality. To have an understanding of the MioCare Group's Equality, Diversity and Inclusion objectives.	-	CV / Interview
Knowledge	-	Knowledge of COSHH and IPC guidelines.	CV / Interview
Work Circumstances	Will be required to work to a seven-day rota which covers weekdays and evenings, weekends and Bank Holidays. Must be able to obtain an enhanced Criminal Records Disclosure Certificate and POVA checks.	-	CV / Interview

NB: Any candidate with a disability who meets the essential criteria will be guaranteed an interview.

(Continue to next page for Terms and Conditions)

Terms and Conditions

Job Title:	Housekeeper (Medlock Court)
Contract:	Permanent
Base:	Medlock Court, Medlock Way, Lees, Oldham, OL4 3LD
Hours:	25 hours per week
Salary:	From £13.18 per hour (Pay Award pending) Plus, additional enhancement for unsociable hours.
Holidays:	Annual entitlement is 25 days plus Bank Holidays (pro-rata). The holiday year runs April 1st – March 31st.
Pension:	A 6% employer pension contribution payable by the company into the company's pension scheme. This is dependent on a minimum employee contribution.